

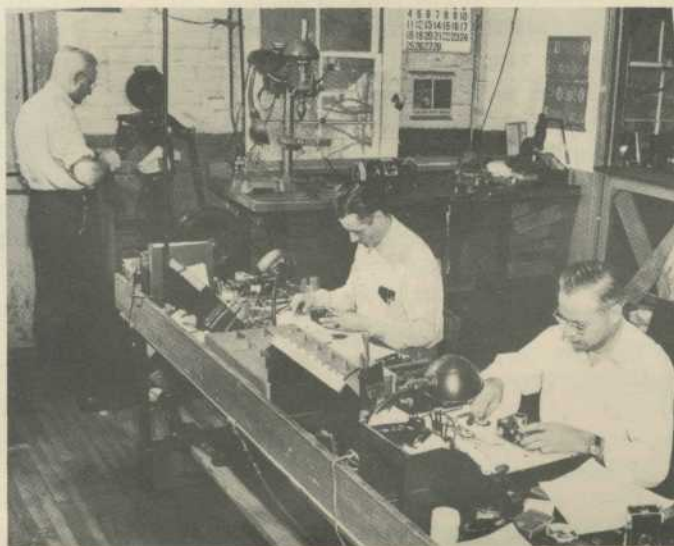
# argus eyes

Volume 7, No. 19

ANN ARBOR, MICHIGAN

March, 1951

## THE SERVICE DEPARTMENT



CHARLIE MILLER, HERB PFABE AND CECIL LEWIS REPAIRING MODEL C-3 CAMERAS.



AUDRA STOTTS, LIDA HACKBARTH, AND BUD FARRELL PACKING AND MAILING REPAIRED CAMERAS.

As long as amateur mechanics insist on taking cameras and clocks apart to see how they work, or as long as canoeing shutterbugs continue to tip over, immersing their equipment in "the drink," or as long as men in the armed services, missionaries, and travelers use Argus cameras to record their arduous way of life, there will need to be a Service Department at Argus to restore these instruments to their former serviceability.

Actually, however, the Service Department performs other duties aside from repairing of our equipment. In a way, we are a shop within a shop because the functions of procuring, selling, billing, credits and adjustments, statistical recording, and establishment of repair service accounts, etc., are carried on here. Virtually every department at Argus will find its miniature counterpart in Service. Such varied activity in one department is

more understandable when one realizes that, with a few exceptions, any Argus products which are returned must pass through service--from Salesmen's samples to display equipment used at the photographic convention or engineer's experimental models besides, of course, products actually needing repairs.

This calls for individuals or groups of individuals to receive, unpack, initially inspect, and make a record of all equipment coming into the department. Then there are the repairmen for cameras, projectors and miscellaneous equipment, the final inspector, leatherers and polishers, the focometer operator, the packer, mailer, and stock clerks. The repairmen are trained to repair all models, past or present whether they work on cameras or miscellaneous equipment. Besides the repair or service personnel, we have our replacement parts department; because all parts

and incomplete items are sold by Service.

The handling of administration and "paper work" for the department in turn calls for a small staff. Repair instructions for the repairmen must be prepared, billing to the customer figured, correspondence carried on as to what is to be, or has been done to the equipment. The method of shipment or delivery must be determined, labels prepared, invoices or credit adjustments made and sent out. Parts orders must be made out, correspondence not accompanying incoming shipments must be matched with receiving reports for parcel post or freight shipments and sometimes it must be matched with past records. Letters have to be dictated, transcribed, and mailed.

Correspondence comes from dealers, repair stations, and the individual consumers of our products. With a few exceptions, all inquiries about the technical

## ARGUS EYES

Argus Eyes is published for the employees of Argus, Incorporated and their families.

It is intended to be a means of friendly communication between them, and to provide a reliable source of information concerning the company's business.

Beverly Bullis of the Personnel department makes sure that news is gathered and that pictures are obtained and arranged in readable fashion for publication about the 10th of each month.

Charles A. Barker, "Jimmy" to all, is Art Director and Art Consultant. The profiles are done by Harry Rookes.

Sam Schneider of the Photographic Department furnishes pictures.

Reporters for this month's Argus Eyes were: Eddie Girvan, Jim Rohrbaugh, Alice Weir, Jim Meldrum, Don Crump, Olin Robinson, Carolyn Dancer, Mac McCoy, and Bob Isaacson.

or mechanical aspects of our products are handled by Service as well as inquiries on the repairing, maintenance, and care of our products. Besides correspondence, other literature is prepared and distributed by the Service Department, designed to fill the particular needs of the individual customer, repair station, or dealer. It ranges from supplementary flash instruction sheets and repair procedures to the replacement parts catalog. Consumer or dealer inquiries may cover such varied questions as "What is wrong with my negatives?" and "What changes must be made to this projector so that my customer can use it in India?"

Since it is said of us, as it is of all Service Departments, that "trouble is our business," it may appear to an outsider to be a disconcerting place to work. But here, as in other aspects of life, appearances are deceiving. For every unreasonable or difficult demand on our ability to serve are many other transactions which are most rewarding. We get fan letters regularly from customers telling us how their Argus has introduced them to a new and fascinating hobby. Helping a missionary in some remote land to get his equipment back into operating condition is always a pleasure, of course. Perhaps the best feeling of all comes in being able to assist our men in the armed services. But whatever his station in life, a shutterbug is usually a friendly and interesting person.

In Service we have the pleasure of direct contact with the ultimate consumers of our products. This not only keeps us keenly aware of Argus' enviable position in the photographic industry, but also gives us a healthy respect for the necessity of quality workmanship and material in our products to maintain and improve that position.

--Jim Rohrbaugh

## COST-OF-LIVING INCREASE

On January 24, 1951, Argus adopted the General Motors annual-wage-improvement and cost-of-living formula. This will be effective until January 1, 1954, at which time it will be subject to review.

Four cents an hour will be added to the hourly earned rate of hourly employees, starting with the first pay period beginning after April 1, 1951. An additional four cents will be added annually thereafter. Proportionate adjustments will be made at the same time in the earnings of salaried employees earning less than \$600 a month. This increase cannot, of course, be paid unless and until it is approved by the Economic Stabilization Agency. No action on this phase of the plan has yet been indicated by the ESA. It is quite possible that no decision will be made on it prior to April 1, since the effective date for annual improvement at General Motors, and at other large companies which use the same plan, falls in the latter part of May. If the ESA allows this annual improvement factor, however, it will be made retroactive, at Argus, to April 1, provided this retroactivity is not prohibited by law.

The second phase of the General Motors plan is the cost-of-living adjustment. For each 1.14 increase or decrease subsequent to October 15, 1950, in the Consumers' Price Index, there will be an adjustment of one cent an hour to your hourly earned rate. These adjustments will be made quarterly, the first adjustment of five cents having been effective March 1 on the salaried payroll and March 11 on the factory payroll, which begin the first pay periods after March 1, 1951. Should the Index turn downward, these adjustments will not lower your rate below its March 1, 1951 level.

The Index used for this purpose is the "Consumers' Price Index for Moderate Income Families in Large Cities - All Items" published by the Bureau of Labor Statistics - U. S. Department of Labor (1935-1939 equals 100.0). The plan has as its base the Index of October 15, 1950, which fell within the range (established by General Motors) of 176.1--177.2. Therefore, the cost-of-living allowances will be computed as follows:

Index	Cost-of-Living Allowance In Addition to Wage Scale by Job Classification	Cost-of-Living Allowance For Salaried Employees, Per Quarter
177.2 or less	None	None
177.3 - 178.3	1¢	\$ 5.20
178.4 - 179.5	2¢	10.40
179.6 - 180.6	3¢	15.60
180.7 - 181.7	4¢	20.80
181.8 - 182.9	5¢	26.00
183.0 - 184.0	6¢	31.20
184.1 - 185.2	7¢	36.40
185.3 - 186.3	8¢	41.60
186.4 - 187.4	9¢	46.80
187.5 - 188.6	10¢	52.00
188.7 - 189.7	11¢	57.20

The above hourly allowance will be added into each pay check of hourly employees, and shown on the stub in the section labeled "Regular Pay." The check stub will contain an addressograph notation, "Regular Pay includes 5¢ C. of L." It will be paid to salaried employees (earning less than \$600 a month) quarterly, the first payment of \$26.00 being included in "Other Pay" in the May 31 salary check.

Cost-of-living allowances and annual improvement factors will both be subject to overtime pay. Base rates will not change as a result of either cost-of-living or annual improvement factors. Incentive earnings will continue to be computed on your present base rate, and earnings resulting from the above adjustments will be added as a flat amount without reference to your bonus.

## REVIEWING ARGUS PROGRESS

by Robert E. Lewis

You have undoubtedly noticed that the houses have been removed from the three lots purchased on Fifth Street. As a result of the important Military contracts which we now have, we have also been successful in obtaining a Certificate of Necessity for the construction of the proposed addition to Plant II. Construction will begin as soon as the plans are completed and a contractor selected.

The Annual Photographic Show was held in Atlantic City two weeks ago. We were pleased to have some of our competitors tell us our display was the best in the Show. We were also happy at the reception of the C-4. Many dealers were quite enthusiastic about it and asked when cameras would be available. Eastman Kodak introduced a new camera, the Signet, in about the same price class as the C-4, and indications were that it also will have a good acceptance in the trade. In addition, Eastman announced a new 150 Watt projector to sell for \$24.50, which may offer stiff competition to our projector line.

We are now enjoying a seller's market, but one of these days will return to a purely competitive market. For that reason we are devoting all of our efforts, both manufacturing and merchandising, towards strengthening our position. The 4 cents annual improvement, which is part of the General Motors plan we have adopted, is based on the principle that we will steadily reduce manufacturing costs. We have engaged the Methods Engineering Council to aid us in a program of improving our methods and reducing costs. They have begun in the Paint Shop since it appears that improvement of the physical lay-out there can provide the greatest potential saving. As part of the same program, we are improving the tooling on the Model 75 to produce that camera at the lowest possible cost without loss of quality. We plan to extend this tooling improvement to other cameras as well.

About July, the curtailment of the supply of aluminum, brass, and zinc will cause a reduction of our camera and projector production to about two-thirds the current level. We now have a number of Government contracts which are in an early stage of engineering and tooling. These should gradually supplant the lost commercial business, and will reach substantial proportions by the latter part of this calendar year.

## IT PAYS TO SUGGEST

Suggestion Plan Winners for February

Jess Cope is a double winner for a total of \$90.99.

One of his suggestions resulted in the elimination of a cleaning operator on projector tubes.

The other suggestion improved the method of removing paint around holes on camera backs and the slide discs.

Herb Pfabe suggested the use of a template which locates more accurately the holes to be drilled in installing a new style escapement on old style C-3 cameras in the service department.

Harold L'Esperance suggested a change on one of the standard brushes we stock which resulted in a 38% savings in cost, but due to the fact that only a small number of this type of brush are used in a six month period, the award amounted to \$10.

Dick Huston suggested the use of glass valves on an optical test instrument which eliminated air leakage and resulted in an easily made \$10.

All future awards will include a certificate as a memento of the award and will replace separate checks that have been issued in the past. Most awards will be included in the regular pay check.

Turning in an idea is the only sure way to find out if it is a good one--worth money!

## ARGUS CONTRIBUTES \$1692 TO RED CROSS

The Red Cross Campaign at Argus closed March 16. Contributions by employees amounted to \$846. The company will match this dollar for dollar, making the total contribution from Argus \$1692.

The fine help given by Russ Warren, Thelma Burke, Charlie Drechsel, Jim Meldrum, Beulah Newman, Bud Wheeler, Karl Kaschner and Bev Bullis was very much appreciated.

The drawing for the two 75's was made in the Personnel office March 22, with Herman Bauer officiating. The names of all contributing \$3 or more were put in a box and Herman drew out the names of Leonard Wilkinson and Herman Koegler.

## SERVICE SCOOPS

Service, like other departments, may well remember this month as the Battle of the Germ. We are glad to report that in spite of the wave of sickness, we have been able to keep current. However, the hail and hearty had to knuckle down to

## Argus Profiles

by H. J. R.



Paul R. Stotts

Was born in Columbia, Kentucky, and started with Argus in 1942. Was previously employed by the Adair County State Highway Department in Kentucky and then worked for Elsifor Storage Company in Ann Arbor. Likes to hunt and fish during the season and is an ardent stamp collector except that he seldom finds time to sort out the thousands of varieties he has accumulated.

make up for those who were absent.

The new man in the back room is Marion "Bud" Schneider. He lives in Ypsilanti with his wife, Florence, and two boys; Reginald (8) and Ronald (4). He was formerly with Bradfield and Bidwell, so is a specialist on the ceiling projector.

Bob Smith has left our ranks to take employment with Kaiser-Fraser as a draftsman. Good luck in your new venture, Bob.

Speaking of Kaiser-Frazer, Chuck Murphy's wife works there, and so they decided to take advantage of her discount privileges in purchasing a new car. At this writing Chuck hasn't been able to sell his Mercury, though, and finds himself in the enviable position of being able to ask the question, "Shall I drive the old or new car to work this morning?"

Mike's good luck with the Flexichrome process (or is it skill instead of luck?) has made many of us anxious to try our hands at making some color prints by this new and exciting process. Mike says "If I can do it you ought to be able to."

## MASTER PHOTO DEALERS AND FINISHERS ASSOCIATION CONVENTION



The eyes of the photographic world were focused on Atlantic City this month when several thousand camera dealers, photo-finishers, photo manufacturer's and distributor's representatives invaded the resort city.

It was the annual No. 1 event in the photo industry. The Master Photo Dealers & Finishers Association Convention and Trade Show, where the photo wares of the world were presented along with a program to help dealers solve the problems which seem to be developing.

Slightly larger than the show held last year in Cleveland, the Atlantic City affair had nearly 300 exhibit spaces in which America's leading manufacturers and distributors presented currently available merchandise.

Argus had one of the largest spaces of any exhibitor at the show, five booths covering an area 50 feet long by 10 feet deep. Eastman Kodak and Revere were the only manufacturers with larger spaces. With an illuminated background of brilliant yellow and blue, and trimmed with green plants the full length of the spaces, the Argus exhibit was a standout. According to the majority of dealers and other exhibitors, the Argus exhibit was the most striking display in the show.

R. J. Wilkinson, Executive Manager of the Association, was particularly complimentary...said it was the "bright spot" of the show.

Pictured here, the Argus Display featured the new Argus C-4 with a giant model of the camera and 6 beautiful 12 x 18 inch full color prints actually made from Argus C-4 color slides. Also featured were the Argus Advertising Program, largest in the company's history, display materials and the new Argus Television commercials for dealer use, as well as the other popular Argus models.

From the standpoint of prestige in the industry, the Argus display did an outstanding job. It impressed all who visited the show with the fact that Argus is one of the leaders in the camera business.

The matching button idea, which Argus introduced three years ago in Cleveland, was again used and proved to be as popular as in the past. Thirty-two prizes (Argus cameras and projectors) were awarded and served to maintain strong interest in Argus throughout the five days of the show.

The Argus C-4 was well received, and dealers from all parts of the country are enthusiastic about the potential sales they expect when the camera is available for deliveries.

All things considered, the show was big success for Argus, although the attendance was primarily limited to the leading dealers of the country, the position of Argus in the world of photography was considerably enhanced, and our name firmly established with the important companies of the industry.

### OPTICAL ILLUSIONS

Bernice is one year older now. Juanita and Betty brought in birthday cakes so we could help her celebrate the occasion.

Welcome back to optical - Helen, Frances, Dolores, Opal, Lena, and Pauline.

Some of our girls got in the way of the flu bug and were out on the sick list, but they are all back on the job again.

Edna must have a gold mine hidden somewhere; she is sporting a new car.

Congratulations to the new Grandma, Elsie Paradise.

### POLISHED PROSE

Ted Tirb just resigned from the Bachelors Club. Ted was married the early part of March, and took his bride to Hot Springs for a one week honeymoon.

Louie Knieper's smile reaches from ear to ear these days. Why not? Not everyone gets money back from Uncle Sam at income tax time. Bet that \$97 will help pay for a new television set.

Paul McCoy is accepting bids on his car. Anyone interested?

We received word from Bob Whitmore who is in Huston, Texas. He is fine and may stop in to see us this summer.

Three new men have been added to the grinding room, they are: Frank Maynard, Dwain Kinkel and Paul Guenther.

### REMBRANDTS

Don't miss the next debate between Sy Harding and Harold Peterson on the subject of School Taxes. Well Harold, with such a nice home as you have, they figured they could really boost your tax. Right Sy?

If anyone is looking for "Dutch" you will find him in his little private office. Hoe do you do it "Dutch"?

We are happy to see that Mary and Bob got over their illness. Nice to see them back.

Say Walt, what is wrong with your car? You didn't break it in properly as Herb did - anyway that's Herb's story.

The Egeler boys, Rube and Norm, spent a weekend in Saginaw. They bowled in the Men's State Bowling Tournament.

## ENGINEERING

More expansion and changes in the Engineering Department. We welcome two new draftsmen, Bob Grampie and Dick Bey, and Ken Pratt, who worked with us a few years ago.

There has been a lot of excitement and activity behind Plant II lately. Three houses have been sold and moved away. Many will be interested to know that Barbara Behnke (formerly Barbara Burmeister) will be living in one of the houses. She and her husband Bob bought a lot on Lutz Avenue; the house was moved there March 20. Barbara worked in Engineering in the Blue Print room for quite a while, then transferred to Sales. We hope the Behnke family will enjoy their new home.

The "flu" bug caught quite a few in Engineering this winter. Glad to see Bob Price, Hector Haas, Art Parker, and all the rest of the fellows well and back to work.

One of the old faithful donators to the Red Cross hit the jackpot this year. Len Wilkinson won a Model 75 Camera. He will certainly enjoy it for he was the fellow who did the original designing on the Model 75.



## ARGUS BOYS IN SERVICE

### SGT. LOUIS BIRCH BACK IN ACTION AFTER INJURY

Mr. and Mrs. William Birch have received a letter from their son, S-Sgt. Louis Birch, written March 5, in which he told them he was back in action in Korea after recovering from leg wounds. He did not say when he had received the wounds but stated he had been ambushed. He evidently was not hospitalized but was cared for at a rest camp near the front. This is the second narrow escape he has had in six months of service in Korea. Some time ago he wrote of his miraculous escape from death when two officers were killed and a third wounded. The three officers and Sgt. Birch were all in the same foxhole at the time. His March 5 letter was written in a foxhole near the Han River where his outfit has been seeing action.

Louie, who left for active service in August of 1950, worked in the paint shop. He also served in World War II.



Raymond Barnes

In January, Ray left for the service. He is now stationed at Camp Polk, Louisiana. His address is:

Pvt. Raymond C. Barnes  
U. S. 55073605  
Co. C., 179 Inf. Reg., 45th Div.  
Camp Polk, Louisiana

Ray has been employed in the Machine Shop at Argus, as a Class II Machine Operator, since 1948.

## LADIES' BOWLING LEAGUE MEN'S BOWLING LEAGUE

	Won	Lost		Won	Lost
Card & Camera	72	44	Argus Camera	85	27
Ten Pins	71	45	Pressmen	64	48
Schmidt's Beer	71	45	Paint Shop	64	48
Erle's Hi-speed	71	45	Confusion Xprts	59	53
Spitfires	68	48	Skunks	58	54
Blue Front	65	50	Warehouse	58	54
Purchase Radio	58	58	Lens Grinders	55	57
Brown Keg	58	58	Maintenance	53	59
Paint Shop	51	65	Projectors	50	62
Graves Barber Shop	46	70	Screws	48	64
Happy Gang	37	79	Ten Pins	42	70
Atom Busters	28	88	Tool Room	38	74

### SALES SLIPS

Things have been lively in the Sales Department since Christmas.

Kay Shafer left us to work at Kaiser-Frazer. Suzzie Huntley left to take the position of secretary to Dr. Benz, and Betty McCollum has left our group to prepare a nursery. Best of luck girls.

### Card and Camera Sixth In State

Card and Camera women of Argus rolled into sixth place in the women's state bowling tournament at Lansing, with a 2780 total with handicap.

Dorothy Bell has taken the position of secretary to Mr. Scholten - welcome to our office, Dorothy.

Seems as though the flu bug has finally made his way into the Sales Department and Jack Pelton and Barb Titus were his victims. Jack has recovered and we wish a speedy recovery to Barb.

Bill and Doug took a few days off to attend the Camera Convention which was held in Atlantic City last week. Amid all the hustle of camera dealers, etc., Doug found time to inquire about the State Basketball Tourney which was held at the same time.

Bonnie Griffith is all excited these days preparing to go to Arizona as her husband, Fred, is stationed there in the Air Corps. She plans to leave the last of March. Virginia Brumley is taking Bonnie's position in the sales office.

The rest of the Sales Gang is waiting for Spring to come and then vacation time once again.



Sy Harding with the 15 lb, 39-inch northern pike he and Adolph Wiese caught through the ice at Horseshoe Lake. A shiner minnow set and a tip up was used.

Sy and his friends also did well in the blue gill department. The limit is 15 per day per person. Sy and his two companions caught 44.

## Anniversaries



BILL THOMPSON  
Standards & Methods  
10 years



BOB HAINES  
Centering  
10 years



DUDLEY SCHOLTEN  
Vice President & Sales Manager  
5 years



LUCY HAWKS  
Camera Assembly  
5 years



FLORENCE BILLAU  
Lens Operator  
5 years